



TANZA WATER DISTRICT

COMMUNICATION CONTROL PROCEDURE

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Quality Management System Procedures

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Page 1 of 5

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1.0 OBJECTIVE

This procedure describes the process of handling internal and external communication of TANZA WATER DISTRICT.

2.0 SCOPE

This procedure covers all internal and external communication of TANZA WATER DISTRICT.

3.0 DEFINITION OF TERMS

- 3.1 Internal Communication. Transmission of information which takes place across all levels and organizational units of the agency.
- 3.2 External Communication. Exchange of information and messages between an organization and other organizations, groups or individuals outside its formal structure.
- 3.3 Outgoing Communication. Communication from the agency to be transmitted to other agency, groups or individuals.
- 3.4 PACD. Public Assistance and Complaints Desk. A section in TWD that is manned at all times located near the entrance; in-charge of extending assistance to all clients (customer, suppliers and other visitors).
- 3.5 AGSD. Administrative and General Services Division.
- 3.6 PSB. Personnel Selection Board. The committee who handles recruitment, selection and placement process.
- 3.7 PDC. Personnel Development Committee. The committee which handles all learning and development matters of all employees.
- 3.8 Performance Management Team. The committee which handles the implementation of Strategic Performance Management System.
- 3.9 PRAISE Committee. Program on Awards, Incentives for Service Excellence Committee. The Committee which handles all matters concerning awards and incentives.

4.0 REFERENCE DOCUMENTS

- 4.1 Control of Documented Information Procedure

5.0 RESPONSIBILITY AND AUTHORITY

- 5.1 The Person-in-Charge in the Public Assistance and Complaints Desk (PACD) shall be responsible for monitoring all external communications and ensure that all are properly logged and routed to persons or divisions concerned.

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- 5.2 The Administrative and General Services Division (AGSD) shall be responsible for monitoring all internal communications related to human resource, administrative issuances and other communications involving all employees. (Office Order, Personnel Memo, Employees Memo, Office Memo).
- 5.3 The Secretary of the existing committees (ISO Committee, PDC, PSB, Grievance, PMT, PRAISE etc.) shall be responsible for monitoring all internal communications regarding his committee.
- 5.4 The Division Managers of all divisions shall be responsible for the internal communication within their respective divisions.
- 5.5 The Information Technology (IT) personnel shall be responsible for the external communication obtained through e-mail, TWD website and other web-based media.

6.0 PROCEDURE DETAILS

6.1 Internal Communication

Process Flow	In-charge	Process Description	Records
Start			
Preparation	AGSD, Division Managers, Secretary of Committees	Shall prepare the internal communication. (personnel memo, employee’s memo, office order, division memo, committee memo) <i>Note:</i> Internal Communication can be thru email, written memo posted at bulletin boards or received by employee or division concerned, texts and phone calls.	Internal Communication
Dissemination	AGSD, Division Managers, Secretary of Committees	Shall record the particular communication and disseminate to all concerned.	Outgoing Communication Logbook (Internal)
End			

6.2 Incoming Communication

6.2.1 External Communication

Process Flow	In-charge	Process Description	Records
Start			
Receipt of External Communication	PACD	Shall receive the external communication and record in the Incoming Communication Logbook.	Incoming Communication Logbook
Dissemination	PACD	Shall disseminate the external communication to the concerned division or employees.	Incoming Communication Logbook
End			

6.2.2 Communication Through Web-based Media

Process Flow	In-charge	Process Description	Records
Start			
Checking of web-based media	IT personnel	Shall check emails, TWD website and other web-based media daily and record all incoming communications.	Incoming Communication Logbook (Web-based Media)
Dissemination	IT personnel	Shall notify or disseminate the web-based communication through phone calls or forwarding emails or the actual print-out to the concerned division or employees and record to the logbook.	Incoming Communication Logbook (Web-based Media)
End			

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6.3 Outgoing Communication

Process Flow	In-charge	Process Description	Records
Start			
Checking of web-based media	Concerned division/ employee	Shall proceed to PACD to have the particular communication recorded as outgoing.	Outgoing Communication Logbook (External)
Dissemination	PACD	Shall record the details of the particular outgoing communication and return to the concerned division/employee.	Outgoing Communication Logbook (External)
Transmit	Concerned division/ employee	Shall transmit the particular outgoing communication to the concerned agency or individual.	
End			

7.0 PERFORMANCE INDICATORS

7.1 Personnel in-charge of communications shall ensure that the same are properly logged and disseminated without delay to the concerned agency, division or employees to avoid miscommunication.

8.0 ATTACHMENTS AND FORMS

- 8.1 Logbook 1 - Incoming Communication (External)
- 8.2 Logbook 2 – Outgoing Communication (Internal)
- 8.3 Logbook 3 - Outgoing Communication (External)
- 8.4 Logbook 4 – Incoming Communication (Web-based)

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